

NCCIC Is a Service of the Child Care Bureau

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ACTIVITY: RECOGNIZING AND DEALING WITH CONFLICT

Suggestions for Presenters

1. Distribute the handout and divide participants into small groups, with five to eight members each. Have each group choose someone to report back to the larger group.
2. Ask each small group to brain storm “typical sources of conflict”. Write down brainstorming ideas and comments on flip chart paper provided. Typical responses might include:
 - power struggles;
 - the wrong people at the table;
 - low trust;
 - vague vision and focus;
 - Incomplete desired results and strategies;
 - Lack of clear authority.
4. Ask each group to brainstorm different ways and ideas to resolve conflict.
5. Wrap up the exercise by asking the reporter from each group to report out on one “typical source of conflict” and the corresponding solution or strategy to resolve the issue.

Materials Needed

- Flip chart paper and markers for each small group

Handout

Recognizing and Dealing with Conflict